

Quarterly complaints figures

FQ 3 2023/24 - October - December

Department	Stage 1 complaints	Responded to within timescale	Upheld	Partially upheld	Not upheld	Resolved	Stage 2 complaints	Responded to within timescale	Upheld	Partially upheld	Not upheld	Resolved
<i>Chief Executives</i>												
Directorate	0	0	0	0	0	0	0	0	0	0	0	0
Community Development & Planning	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0	0
% within timescale	-						-					
<i>Development & Infrastructure</i>												
Development & Economic Growth	11	7	0	3	2	5	4	3	0	0	4	0
Roads and Infrastructure	37	29	18	5	13	0	15	12	8	1	6	0
Customer Support	1	1	0	0	1	0	1	1	0	1	0	0
Financial Services	4	3	2	0	1	1	3	2	0	2	1	0
Total	53	40	20	8	17	6	23	18	8	4	11	0
% within timescale	75%						78%					
<i>Customer Services</i>												
Directorate	0	0	0	0	0	0	0	0	0	0	0	0
Legal & Regulatory	2	2	0	0	2	0	1	1	0	0	1	0
Commercial Services	3	3	0	3	0	0	0	0	0	0	0	0
Education	9	8	1	4	4	0	12	10	3	7	2	0
Total	14	13	1	7	6	0	13	11	3	7	3	0
% within timescale	93%						85%					
<i>Health & Social Care Partnership</i>												
Adult Care - Health & Community Care	7	6	2	0	2	3	3	1	0	2	0	0
Adult Care - Acute & Complex Care	1	1	0	0	1	0	2	0	0	1	1	0
Children and Families & Criminal Justice	13	9	0	2	5	6	5	1	0	1	4	0
Total	21	16	2	2	8	9	10	2	0	4	5	0
% within timescale	76%						20%					
<i>Live Argyll</i>												
Live Argyll	2	0	2	0	0	0	0	0	0	0	0	0
Total	2	0	2	0	0	0	0	0	0	0	0	0
Overall totals	90	69	25	17	31	15	46	31	11	15	19	0
% within timescale	77%						67%					